

INSTANT TICKET MANUFACTURING AND SERVICES RFP REFERENCE CHECK QUESTIONNAIRE

The Texas Lottery Commission (TLC) has issued a Request for Proposals for Instant Ticket Manufacturing and Services and is currently evaluating proposals and checking vendor references. Your name was provided as a reference/customer for **Pollard Banknote Ltd.**. Please complete and return this questionnaire to Angela Zgabay-Zgarba, Contracts Administration, at angela.zgarba@lottery.state.tx.us or by fax to (512) 344-5444 by 4:00 p.m. CST on Thursday, February 23, 2012.

Please provide the following:
Lottery Name:CALIFORNIA LOTTERY
Contact Name:LIZ FURTADO
Phone number:916-822-8407
1. Was Pollard Banknote Ltd. a primary or secondary vendor for you?
Check One Primary Vendor Secondary Vendor √
 On average, how many games did the instant ticket manufacturer print for you during your last fiscal year? 6
3. Did you experience any issues with Pollard Banknote Ltd. regarding defective tickets (i.e. latex that did not scratch, missing imaging, etc.) or miscut or omitted packs for a game that was already released for sale?
Check One Yes* No

Tex. Gov't Code §552.139/§552.101

§466.022

*Please explain:

Scratch off issue.

3.a. If so, was the situation handled by the vendor in a timely manner and to your satisfaction?

	Check One
Yes	
No*	V

*Please explain:

The quality control measures were set into place but 2 to 3 games had already been affected in the meantime before the measures.

Tex. Gov't Code §552.139/§552.101 §466.022

4. Did you experience any game production issues with Pollard Banknote Ltd.?

	(Check One
Yes*	7	
No		

*Please explain:

Same as above 3a.

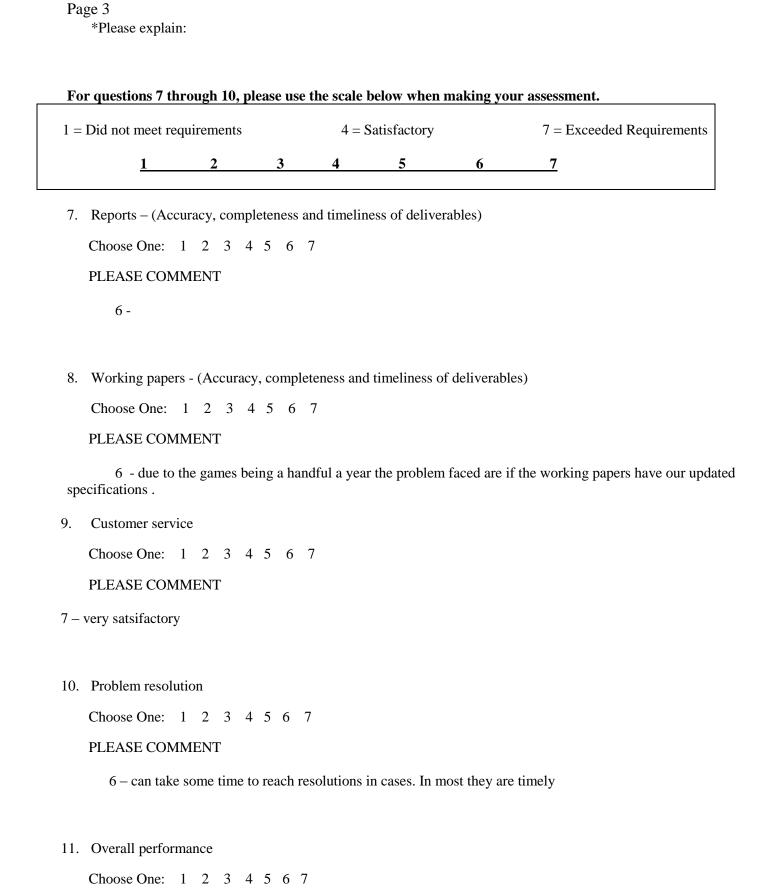
5. Did you experience any issues with Pollard Banknote Ltd. in adhering to contracted game delivery schedules?

	Check One
Yes*	
No	

*Please explain:

6. Would you consider contracting with Pollard Banknote Ltd. in the future?

	Check One
Yes	$\sqrt{}$
No*	
Maybe*	



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6 – satisfied.